

Appl. No. 10/691,777
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Amendments to the Specification:

Please replace paragraph [0005] with the following amended paragraph:

[0005] Assessing the quality of service provided to the customers by the call center agents has grown increasingly more difficult as call centers have increased in size. An agent handles many calls and/or emails a day; however, only a small fraction of the calls and/or emails fielded by an agent are ever monitored by a call center supervisor. Typically, call center agent performance is measured only once a week, at an agent level. This low frequency rate of monitoring does not provide an adequate measure of the agent's performance and the quality of service provided to the customer. U.S. Patent No. 5,535,256 to Maloney et al. provides a tool to the call center supervisor that is aimed at automating the monitoring process within the constraints of a call center supervisor's ability to address the variety of tasks that the supervisor is assigned to do. However, the call center supervisor cannot sample the agent's calls frequently enough and provide the necessary feedback to the agent that is required to increase the quality of service provided to the customers. Neither can the call center supervisor increase the sales rate of the agents or the overall return on investment with respect to the call center.